



BPA Substance Abuse Treatment Care Management Management Bulletin

May 31, 2005

BPA Staff Planning Session June 2-3

In order to adequately prepare for continuing change while aligning around a dynamic strategic plan, our staff will be involved in a 2-day planning meeting on Thursday & Friday June 2-3. Basic phone coverage including emergency services will continue during those days but most of our regular activities will be delayed until the following week (Monday June 6).

Impact on Clients and Referral Sources

Callers will have their calls answered. While complete screenings will have to wait until Monday June 6th, calls will be answered and minimum data collected. Crisis calls will be handled by our crisis counselors.

Important Considerations

In order to minimize any potential disruptions, we have taken the following precautions and are arranging to make the following accommodations:

1. **Important Questions** – with the advent of ATR, we are all involved in a learning process with plenty of new information to keep in mind. If any important questions need answers, please ask them on Tuesday May 31, Wednesday June 1 or Monday June 6. You may call your BPA contact at their direct number and leave a message. Otherwise, messages will be documented and your call returned on Monday June 6.
2. **Risk Factor Review & other Requests for Authorizations/Vouchers** – should a provider require an authorized voucher or concurrent review of any “open” client case, again, they have been asked to call on Tuesday May 31 or Wednesday June 1. Otherwise their request will be handled on Monday June 6. BPA will honor any lapses in dates that may result from this planning session.
3. **Claims Payments/Reimbursements** – BPA’s usual Tuesday/Friday “check run” (payment processing) will be combined into a single check run on Wednesday June 1. Normal processing times will be resumed the following week. We will continue to meet our contractual obligation of 30 days. Providers who are accustomed to bi-weekly payments need to make their own necessary accommodations.
4. **Emergency Admissions** – as is the case today, if a client represents a life-threatening emergency, they will be directed to the emergency room. Clients who represent an Urgent need may be admitted to residential and detox levels of care and will be reviewed by Care Management on Monday June 6 at which point an authorized voucher may be produced.
5. **Meeting Attendance** – where BPA staff and management are responsible to attend various planning meetings statewide, efforts have been made to schedule all such meetings on days other than June 2-3. At this point, no meetings will be missed.
6. **Reporting & Data** – if managers require any statistical data or reports, they should submit that request as soon as possible and BPA management will advise as to the likely date of delivery.
7. **Communicating with Other Stakeholders & Referral Sources** – BPA management, staff and Regional Coordinators will be communicating this planning session to their liaisons in such areas as Drug Courts (coordinators), Probation & Parole, Providers, RSAA Chairs, CRDS’s and Regional Directors. CPSA Liaisons will also be aware. If all parties are aware and make arrangements to have their needs satisfied before or after June 2-3, this event will not be disruptive.
8. **Alignment & Communication** – BPA has taken every precaution to properly communicate this event and its importance to our staff and performance. We expect that our partners and peers will support our actions and represent the accommodations in a positive light. Usual operations will resume following this two day event. The most important services will continue – calls will be answered and crisis counseling will be available.